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REMARKS/DISCUSSION OF ISSUES

Specification. The Applicant has amended the specification herein to correct typographical and formatting errors. No new matter was introduced by the amendment of the specification herein.

Drawings. In the Non-Final Office Action, Examiner Perez-Daple objected to the drawings under 37 C.F.R. §1.83(a) based on the limitations of claims 3, 5, 8, 10, 13 and 15. The Applicant has cancelled claims 3, 5, 8, 10, 13 and 15 herein for consideration in a continuation application. Withdrawal of the objection to the drawings under 37 C.F.R. §1.83(a) is therefore respectfully requested.

Claims. In the Non-Final Office Action, Examiner Perez-Daple objected to rejected pending claims 1-18 on various grounds. The Applicant responds to each objection and rejection as subsequently recited herein, and respectfully requests reconsideration and further examination of the present application under 37 CFR § 1.112:

A. Examiner Perez-Daple objected to claims 1, 6 and 11.

The Applicant has cancelled claims 1, 6 and 11 herein for consideration in a continuation application. Withdrawal of the objection of claims 1, 6 and 11 is therefore respectfully requested.

B Examiner Perez-Daple rejected claims 3, 5, 8, 10, 13 and 15 under 35 U.S.C. §112, ¶1 as failing to comply with the enablement requirement.

The Applicant has cancelled claims 3, 5, 8, 10, 13 and 15 herein for consideration in a continuation application. Withdrawal of the rejection of claims 3, 5, 8, 10, 13 and 15 under 35 U.S.C. §112, ¶1 as failing to comply with the enablement requirement is therefore respectfully requested.

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- C. Examiner Perez-Daple rejected claims 1-15 under 35 U.S.C. §112, ¶2 as being incomplete for omitting essential steps.

The Applicant has cancelled claims 1-15 herein for consideration in a continuation application. Withdrawal of the rejection of claims 1-15 under 35 U.S.C. §112, ¶2 as being incomplete for omitting essential steps is therefore respectfully requested.

- D. Examiner Perez-Daple rejected claims 3, 5, 8, 10, 13 and 15 under 35 U.S.C. §112, ¶2 as being incomplete for omitting essential steps.

The Applicant has cancelled claims 3, 5, 8, 10, 13 and 15 herein for consideration in a continuation application. Withdrawal of the rejection of claims 3, 5, 8, 10, 13 and 15 under 35 U.S.C. §112, ¶2 as being incomplete for omitting essential steps is therefore respectfully requested.

- E. Examiner Perez-Daple rejected claims 3, 5, 8, 10, 13 and 15 under 35 U.S.C. §112, ¶2 as being indefinite

The Applicant has cancelled claims 3, 5, 8, 10, 13 and 15 herein for consideration in a continuation application. Withdrawal of the rejection of claims 3, 5, 8, 10, 13 and 15 under 35 U.S.C. §112, ¶2 as being indefinite is therefore respectfully requested.

- F. Examiner Perez-Daple rejected claim 6 under 35 U.S.C. §112, ¶2 as being indefinite

The Applicant has cancelled claim 6 herein for consideration in a continuation application. Withdrawal of the rejection of claim 6 under 35 U.S.C. §112, ¶2 as being indefinite is therefore respectfully requested.

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- G Examiner Perez-Daple rejected claims 1-18 under 35 U.S.C. §102(b) as being anticipated by U.S. Patent No. 5,253,184 to *Kleinschnitz* et al.

The Applicant has thoroughly considered Examiner Perez-Daple's remarks concerning the patentability of claims 1-18 over *Kleinschnitz*. The Applicant has also thoroughly read *Kleinschnitz*. To more particularly point out and distinctly claim the subject matter of the present invention over *Kleinschnitz*, the Applicant has cancelled claims 1-18 herein for consideration in a continuation application and added new claims 19-42. The Applicant respectfully asserts that the *Kleinschnitz*, alone or in combination with the remaining art of record, fails to disclose, teach or suggest the following limitations of independent claims 19, 24, 29, 34, 37 and 40 as related to hardware system console 10 (FIG 1) of *Kleinschnitz*:

- i. "receiving an error report from the processing system in response to the operational failure of the processing system, the error report including a service action plan listing at least one field replaceable unit as a potential source for causing the operational failure of the processing system",
"generating and storing a first open service action event entry within the database in response to receiving the error report from the processing system, the first open service action event entry including the service action plan",
and "subsequent to generating and storing the first open service action event entry within the database, compiling and displaying a service action event log including each open service action event entry stored within the database in response to a service repair access of the hardware system by a service representative" as recited in independent claim 19;

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ii. "means for receiving an error report from the processing system in response to the operational failure of the processing system, the error report including a service action plan listing at least one field replaceable unit as a potential source for causing the operational failure of the processing system", "means for generating and storing a first open service action event entry within the database in response to receiving the error report from the processing system, the first open service action event entry including the service action plan", and "means for, subsequent to generating and storing the first open service action event entry within the database, compiling and displaying a service action event log including each open service action event entry stored within the database in response to a service repair access of the hardware system by a service representative" as recited in independent claim 24;

iii. "computer readable code for receiving an error report from the processing system in response to the operational failure of the processing system, the error report including a service action plan listing at least one field replaceable unit as a potential source for causing the operational failure of the processing system", "computer readable code for generating and storing a first open service action event entry within the database in response to receiving the error report from the processing system, the first open service action event entry including the service action plan", and "computer readable code for, subsequent to generating and storing the first open service action event entry within the database, compiling and displaying a service action event log including each open service action event entry stored within the database in response to a service repair access of the hardware system by a service representative" as recited in independent claim 29;

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iv. "receiving an error report from the processing system in response to the operational failure of the processing system, the error report including a service action plan listing at least one field replaceable unit as a potential source for causing the operational failure of the processing system", and "generating and storing a first open service action event entry within the database in response to receiving the error report from the processing system, the first open service action event entry including the service action plan" as recited in independent claim 34;

v. "means for receiving an error report from the processing system in response to the operational failure of the processing system, the error report including a service action plan listing at least one field replaceable unit as a potential source for causing the operational failure of the processing system", and "means for generating and storing a first open service action event entry within the database in response to receiving the error report from the processing system, the first open service action event entry including the service action plan" as recited in independent claim 37; and

vi "computer readable code for receiving an error report from the processing system in response to the operational failure of the processing system, the error report including a service action plan listing at least one field replaceable unit as a potential source for causing the operational failure of the processing system", and "computer readable code for generating and storing a first open service action event entry within the database in response to receiving the error report from the processing system, the first open service action event entry including the service action plan" as recited in independent claim 40.

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In particular, as illustrated in FIG. 1, *Kleinschnitz* discloses a reception and storage of a failure report by hardware system console 10 from a functional detector 20 that excludes a service action plan listing one or more replaceable units as a potential source for causing the operational failure of the processing system. See, *Kleinschnitz* at column 6, line 53 to column 8, line 2.

Withdrawal of the rejection of claims 1-18 under §102(b) as being anticipated by *Kleinschnitz*, and allowance of claims 19-42 are therefore respectfully requested.

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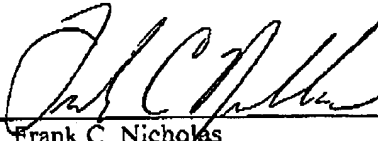
SUMMARY

Examiner Perez-Daple's objections and rejections of the drawings and claims 1-18 have been obviated by the cancellation herein of claims 1-18. The Applicant has supported an allowance of new claims 19-42 over the art of record. The Applicant respectfully submits that new claims 19-42 as listed herein fully satisfy the requirements of 35 U.S.C. §§ 102, 103 and 112. In view of the foregoing, favorable consideration and early passage to issue of the present application is respectfully requested. If any points remain in issue that may best be resolved through a personal or telephonic interview, Examiner Perez-Daple is respectfully requested to contact the undersigned at the telephone number listed below.

Dated: March 19, 2004

Respectfully submitted,
GEORGE H. AHRENS, *et al.*

CARDINAL LAW GROUP
Suite 2000
1603 Orrington Avenue
Evanston, Illinois 60201
Phone: (847) 905-7111
Fax: (847) 905-7113



Frank C. Nicholas
Registration No. 33,983
Attorney for Applicant